

**TELECOMMUNICATOR CERTIFICATION COURSE
CURRICULUM COMMITTEE MEETING
NC Justice Academy
Cary, NC (PD)
November 10, 2011**

Susan Gillis called the meeting to order at 10:10 a.m. She welcomed everyone and introduced new members. She provided those present with several handouts: Agenda, Telecommunicator Certification Course Revision Committee meeting minutes (February 2008), Telecommunicator Certification Course (Civil Liability for Telecommunicators). Susan Thompson called the roll.

Members Present

Crystal McDuffie
Steven Newton
Karen Phillips
Lisa Reid
William Hart, Jr.
Marsha Withrow

Members Absent

Beverly Deans
Autumn Hanna
Connie Gartin
Capt. Keith Stone

Staff Present

Chris Anderson
Susan Gillis
Susan Thompson

Old Business

The last meeting held by this Committee was in February 2008 at the NC Justice Academy, Salemburg, NC. Members were provided a copy of the last meeting minutes for review. Marsha Withrow made a **motion** to accept the minutes as written. Steven Newton **seconded**. **Motion carried.**

New Business

Civil Liability for Telecommunicators

Telecommunicator Certification Course (Civil Liability for Telecommunicators) is a lesson plan developed by Dave Shick for the 2012 in-service telecommunicator training. The way this will be implemented into our Telecommunicator Program, if approved by this Revision Committee, it will be presented to the Sheriffs' Standard meeting in December. If approved, it would be implemented for February 2012 and replace the existing Civil Liability document. The members were provided with the current document, revised showing strikethroughs and the addition of new information. Ms. Gillis highlighted areas that were revised.

Instructor Notes:

- Purpose of the exercises: There were some practical exercises not included in the last block of instructions.
- Exercise conditions
- Personnel and equipment that are needed
- Procedures for conducting the exercise and specific guidelines

Page 12 – II Body: (Overview of Civil Liability) Introduction was changed; some of the order has changed, but not much of the content. Summary judgment was added.

Page 18 – 21: Noted the strikethrough of entire section “B. Torts.”

Page 21, “C” – Starts with torts and goes into the intentional tort: One of the new cases included, which was not included in the previous block under Civil Liability is the *Turner v. Nichols Case*. Ms. Gillis gave a brief overview of the case. The difference between “negligence and gross negligence” was discussed, along with a new case of “gross negligence,” *Kontos v. State of Vermont*.

Page 27 – The previous block of instruction contains information of the Legal Duty, the Breach in Duty, and Damages. Added to these are: the Duty, the Breach, the Causation, and the Damages, which leads into the ‘Negligence Conduct;’ *Hutcherson Usher v. City of Phoenix*. Ms. Gillis reviewed the case.

Not a new case: *Wassman v. Mobile County Communications* – Ms. Gillis reviewed the specifics of the case.

Page 32 – (Public Duty Doctrine example) *Harvey v. Snohomish County*, case where the telecommunicator was not found to error. Ms. Gillis reviewed the case.

Page 33 – Special duty: *DeLong v. County of Erie* – Ms. Gillis reviewed the specifics of the case.

Pages 35 to top of 37: Noted the strikethrough of entire section “D. Negligence for the Telecommunicator.”

Curriculum Review

Concerns to Address

The floor was opened for comments and questions. William Hart, Jr. (Attorney General’s Office):

Page 8: “Who must present the course”? The Sheriffs Training Standards Telecommunicator Instructor or you’re a professional lecturer, but, not a general instructor. General Instructors fall under the Criminal Justice, although it all runs together. Through Criminal Justice you can be certified as a general instructor, but for Sheriffs, you have to be a specialized telecommunicator instructor or a professional level.

Page 14 – #6: There’s both a loss of earnings capacity, but also, lost wages. Loss of earnings capacity... (Audio inaudible). Lost wages is the time of being incapacitated until... (Audio inaudible).

Page 25: Negligence: Is what the reasonable person could do. Consider replacing “as a reasonably careful telecommunicator” with “careful person.” Members recommended that the whole sentence, “For telecommunicators, negligence is defined as the failure to act as a reasonably careful telecommunicator would under similar circumstances” be struck from the lesson plan.

Page 31: 3E: Public Duty Doctrine = Superior Court of North Carolina, not, the U.S. Supreme Court. Some of the cases, in other states, are going to be misleading because they might not have... (Audio inaudible).

Page 32: “Use words of comfort” – These words of comfort seem like they can be considered “dangerous” in a situation during litigation, but even saying something as “we’re responding as quickly as possible” or “hang on until the ambulance gets there” seems to be...any statement you are putting out there tends to be reassuring or being relied upon of a person, even if it’s not “we’ll get there in five minutes,” you still, I think, you’re going to be... (Audio inaudible). Further discussion was held regarding this area of the lesson plan. (Further discussion is inaudible)

Steven Newton made a **motion** to accept the lesson plan as written, with some changes discussed including clarifications of “Instructor Certification” on page 8, clarification on “Liabilities for Earning Capacity” on page 14, striking sentence including “reasonable careful telecommunicator” on page 25, changing the U.S. Supreme Court to “North Carolina Supreme Court” on page 31, and clarifying the “Words of Comfort” on page 32. **Karen Phillips seconded. Motion carried.**

Administrative Matters

There were no concerns to discuss.

Orientation

Susan Gillis acknowledged that a student must meet the age rule of 21 by the time they take the state exam. Can a student under 21 attend the class just for the knowledge, and the answer is “no.” BLET/Community Colleges/DOCC, etc., will allow attendance, regardless of them not meeting the age rule requirement, but, they won’t certify.

Introductory Topics for the Telecommunicator

There were no concerns to discuss.

Telecommunications Systems and Equipment

Steven Newton informed that “the rewrite helped.” Nothing further was discussed.

Overview of Emergency Services

Steven Newton inquired of the 2007/2008 updated State and Federal statistical data being reflected. Is it required that, in order to update those in the material, it go before the Sheriffs' Commission for approval, or is it just a minor change? Chris relayed that as long as these are minor changes, as long as it doesn't affect the objective. Just statistical data, it doesn't. I wouldn't even require a Commission action. Currently, this is updated every three (3) years, according to academy policy.

Interpersonal Communications

There were no concerns to discuss.

Communications Resources

Steven Newton inquired of feedback information from the students, reviews on courses, the course content, etc. Ms. Gillis informed of positive feedback received, courses are basic, but, how to improve for better learning? Our communication resources are very basic and each agency uses and receives different resources from others. Ms. Withrow suggested the need of different input from the different agencies, a better communication resource. "There's a new generation that's not 'on the same level' as the previous generation, the younger generation not having any utilization of a map." Some examples given—if "CAD" becomes unavailable, some students aren't knowledgeable of utilizing an actual map, and some agencies encourage access to the internet, whereas, some agencies are not given the access to the internet. Everyone needs to be learning the curriculum resources. Chris reminded that "is a basic block of instruction, it's not a requirement that you only stick to this, you have to teach what's there, but, you can always enhance it and add to it, you just can't take away from it." Mr. Newton brought up the GIS tools, CAD, the maps, and how this is just touching the surface of it, but is certainly looking to add hours to a block of instruction. Some agencies no longer utilize an actual phone book, but rather, obtain information with internet access. Discussion continued among members.

Call Reception

Ms. Withrow mentioned of "Text messaging, next generation 911." After call reception techniques, the use of "plain talk" instead of 10 codes, until there's a mutual aid. Ten-codes aren't uniform across the board. Statistical overview is every three (3) years according to CALEA. TTY texting is included in this as well. Adding "Texting" to Systems and Equipment, for the "Next Generation-911."

Broadcast Techniques

Ms. Withrow: Basic reiteration of the above Call Reception pertaining to the 10 codes. She also mentioned about videos are now being relayed through cell-phones, etc. Five-code being included in texting when DNC is down. You don't want texting to come through 911, unless it goes directly to 911. Some dangers are being seen in this. New Hanover is receiving "texting messages." Lisa Reid inquired of "any feedback on calls coming in from computers, using LAN or Wi-Fi?" Ms. Gillis informed that the computer/telephone line has to be registered for proper function. If the computer is

moved from one location to another, it has to be properly updated. Some of the pneumatic phones, if an address is registered, it can register at home, but, you can carry it to a 'hotspot at a coffee shop' and a call it will show your home. They've been in coordination working with UNC-Chapel Hill where you can bring it along with you and it will give you an actual location through GPS, etc., but still, this is through an experimental basis. This can also be mentioned under the Systems and Equipment/Call Reception section as well. Mr. Anderson informed Apple has come out with a new IPOD and Ms. Reid mentioned of texting from IPAD. Ms. Withrow reiterated on the need to VERIFY, VERIFY THE ADDRESS of the call being received. Don't tell the caller where they are calling from; have the caller repeat the address to you for verification purposes!

Discussion ensued with regards to videos and the possibility of the Academy taking on a video project. Video/audio is a required addition to the lesson plans, because it's under the major revisions. It can be added (presented) as an option, but the addition of that audio/video will require approval from the Commission.

Other Business

An interest was brought forth of telecommunicators being asked to testify in court. Once every two (2) years, this could be a topic of discussion. Ms. Withrow gave an example of having been served to testify but was unable too, and a colleague was in her place and how they were questioned for testimony.

There is being scheduled a "free" Telecommunicators Conference, April 3-5, 2012 with some of the NCJA staff presenting: Jennifer Fisher — Telecommunicator Awareness in Human Trafficking; Tim Fuss — Verbal Judo; Dan Worley — Driving Pad; Chad Thompson — Shooting Simulator; Rachel Watson — National Center for Missing and Exploited Children. Suggestion was made to have Greg Houser, from the Field Communicator Unit — Tactical Dispatch. Also looking into having a birds-eye-view of a Domestic Violence call, to inform of what happens. This could be setup in the CSI trailer that is on campus by the shooting range.

Crystal McDuffie is preparing a social network session of what the "ADA" means to dispatchers—if it's successful—for the National Conference. Jessie Creech could provide some aide with a "Turk Class."

Next Meeting

The next meeting is tentatively scheduled for the fall; September 2012. The meeting adjourned at 1:40 p.m.

(Voice unrecognized) _____ made a **motion** to adjourn. (Male voice - unrecognized) _____ **seconded. Motion carried.**

Submitted by:

Susan Thompson

Date:

April 10, 2012

Revised by:

Janet Dunn

Date:

April 24, 2013